GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3569
ANSWERED ON:07.12.2016
Right to Delivery of Service
Devi Smt. Veena

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has expressed its concern regarding delay in mitigating the problems of general people of the country;

(b) if so, the reaction of the Government in this regard;

(c) whether any law for right to service will be brought wherein a provision for fixed time period for providing adequate Government assistance/service to common man at each level of administration will be made; and

(d) if so, the action plan prepared in this regard?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) & (b): It is the constant endeavour of the Government to further improve the Grievance Redress Mechanism so that the problems faced by the people are mitigated. A grievance can be lodged on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) from anywhere, anytime and action can be tracked by the petitioner. Detailed analytical reports are generated from CPGRAMS based on which monitoring of action taken is being done through regular review meetings. Grievances are also monitored through the Pro-Active Governance and Timely Implementation (PRAGATI) platform. Further, a Grievance Analysis Study has been conducted in respect of top 20 Ministries/Departments/Organizations receiving maximum number of grievances for identifying the root cause of major grievances and systemic reforms necessary to address them. The Reports have been duly circulated to the concerned Ministries/Departments. Respective Departments have taken up reforms like automatic refunds on cancellation of Railway Tickets, Single Window Pension through disbursing Banks, intensive mechanized cleaning of coaches, e-verification of Income Tax Returns, expeditious Income Tax Refunds upto Rs.50,000/- among other reforms.
(c) & (d): Laws like the Consumer Protection Act, 1986 etc. already exist for dealing with consumer related complaints. A Delivery of Services and Grievances Redress Scheme has also been prepared. The Scheme inter alia makes it mandatory for the public authorities to regularly publish and update their Citizens' Charter specifying fixed time period and Designated Officers for the services being provided by the Government.

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